

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Public Service Commission	Help Desk	Julie VanBeekum	0	1	1
			0	1	1
		<b>Assigned to Individual Total</b>	0	1	1
	Metro A Desktop Support		0	1	1
		Nancy Hachmeister	1	1	2
			0	0	0
		Rodney Austin	1	1	2
			0	0	0
		<b>Assigned to Individual Total</b>	2	2	4
			0	0	0
	Metro A Help Desk	Ed Conrad	0	1	1
			0	0	0
		<b>Assigned to Individual Total</b>	0	1	1
			0	0	0
	Metro B Help Desk	Val Shepherd	0	1	1
			0	1	1
		<b>Assigned to Individual Total</b>	0	1	1
			0	1	1
	Voice Operations	Romanza Hamblin	0	1	1
		Sorensen	0	1	1
		<b>Assigned to Individual Total</b>	0	1	1
			0	1	1

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

			High	Low	FCR Total
Public Service Commission	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	7 3	9 3
Customer Company Total			2 0	7 3	9 3

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Public Service Commission	Help Desk	Julie VanBeekum	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0	2 0
		Rodney Austin	1 0	1 0	2 0
		Assigned to Individual Total	2 0	2 0	4 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

			High	Low	MIR Total
Public Service Commission	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	7 0	9 0
Customer Company Total			2 0	7 0	9 0

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Public Service Commission	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00
	Metro A Desktop Support	Nancy Hachmeister	1 0.42	1 0.09	2 0.25
		Rodney Austin	1 0.00	1 0.15	2 0.07
		<b>Assigned to Individual Total</b>	2 0.21	2 0.12	4 0.16
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.18	1 0.18
		<b>Assigned to Individual Total</b>	0 0.00	1 0.18	1 0.18

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

			High	Low	ATTIR Total
Public Service Commission	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.13	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	1 0.13
	Assigned Group Total		2 0.21	7 0.08	9 0.11
Customer Company Total			2 0.21	7 0.08	9 0.11

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Public Service Commission	Help Desk	Julie VanBeekum	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0	2 0
		Rodney Austin	1 0	1 0	2 0
		Assigned to Individual Total	2 0	2 0	4 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

			High	Low	MR Total
Public Service Commission	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	7 0	9 0
Customer Company Total			2 0	7 0	9 0



# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Public Service Commission	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00
	Metro A Desktop Support	Nancy Hachmeister	1 0.43	1 0.11	2 0.27
		Rodney Austin	1 0.02	1 0.24	2 0.13
		<b>Assigned to Individual Total</b>	2 0.23	2 0.18	4 0.20
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.17	1 0.17
		<b>Assigned to Individual Total</b>	0 0.00	1 0.17	1 0.17
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 1.23	1 1.23
		<b>Assigned to Individual Total</b>	0 0.00	1 1.23	1 1.23

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

			High	Low	ATTR Total
Public Service Commission	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 1.15	1 1.15
		Assigned to Individual Total	0 0.00	1 1.15	1 1.15
	Assigned Group Total		2 0.23	7 0.41	9 0.37
Customer Company Total			2 0.23	7 0.41	9 0.37

# Enterprise Incident Report July 2012

As of 8/1/2012

## Public Service Commission

### Detail

<b>INC000000543903</b>	Ted Boyer	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Public Service Commission	High	Closed	TTR Missed: No	0.02
<b>INC000000544980</b>	Brad Blackner	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Public Service Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000545881</b>	Darlene Cooper	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.15
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.24
<b>INC000000546485</b>	Darlene Cooper	Application	Error	Data Warehouse		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low	Closed	TTR Missed: No	0.17
<b>INC000000550426</b>	Darlene Cooper	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Service Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552417</b>	Ted Boyer	Network	Incident	None		TIR Missed: No	0.42
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	High	Resolved	TTR Missed: No	0.43
<b>INC000000554255</b>	Sheri Bintz	Telecom	Conference	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Greg Blessing	Public Service Commission	Low	Resolved	TTR Missed: No	1.15
<b>INC000000554466</b>	Melissa Paschal	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Public Service Commission	Low	Resolved	TTR Missed: No	1.23
<b>INC000000554547</b>	Becky Wilson	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low	Resolved	TTR Missed: No	0.11